

Christine A. Rousseau

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Objective

I'm an organized, goal orientated team player with a demonstrated ability to carry projects through to successful conclusion and manage incidents and resolve conflicts independently. I'm a quick learner with proven capacity to rapidly master information and technical skills. I'm seeking a challenging position where my acquired technical skills and educational background will be utilized toward continued growth and advancement.

Experience

02/2008-present

US Customs and Border Protection, Boston, MA
CBP Officer

- Defend against terrorist intrusion by identifying high risk individuals who are attempting to enter into the United States.
- Stop criminal activities such as drug smuggling, weapons trafficking, money laundering by inspecting vehicles and trucks.
- Prevent the undocumented entry of individuals; the smuggling of prohibited goods; and a host of customs and immigration violations.
- Making instantaneous decisions that have immediate impact on the safety and security of this Nation.

Specialized Training

- Weapons of Mass Effect 08/15/2008

09/2002-02/2008

Transportation Security Administration, Boston, MA
Lead Transportation Security Screener

- Active role with shift bidding processes.
- Enter Time & Labor sheets.
- Recording of all attendance, vacation, and schedules.
- Time/Attendance, and Sick/No-Show paperwork.
- Alarm resolution protocol.
- Solid knowledge of troubleshooting procedures and fault recovery.
- Explosive Trace Detection, ETD.
- ETD calibration/verification using verific filters/swabs.

- Inspection/cleaning sampling table.
- Inspection/cleaning/replacing printer paper, cabinet intake, and cooling fan filter.
- Knowledge of ETD weekly maintenance inspecting/cleaning inlet filters, glass inlet liner, desorb heater, and condenser tube.
- Recording all equipment information in appropriate maintenance log books.
- Solid knowledge of checkpoint procedures and policies.
- Solid knowledge of hand-held metal detectors.
- Magnascanner Metal Detector, and x-ray.
- Knowledge of gate team procedures and paperwork.
- Support and collaborate with management, airlines, and functional support personnel.

Specialized Training

- TSA Operations
- Arab Muslim and Sikh Cultural Awareness & Protocol Seminar 08/31/05
- Presidential Inauguration Support, *Washington DC* 01/20/2005

09/1998-06/2001

Lucent Technologies, North Andover, MA

Test Analyst

Specialized Training

- Successfully Completed Tester Certification Test 05/15/01
- WaveStar™ BandWidth Manager-Applications, Architecture, and Planning (SONET) Certificate 11/16/00
- Where Did Your Day Go? Managing 11/14/00
- Stress Solution: Techniques For The Workplace 11/07/00
- How To Be A Better Communicator 11/05/00
- WaveStar™ TDM 10G (OC-192) Certificate 10/06/00
- The Things That Make Communications Work Certificate 09/19/00
- Violence In The Workplace 03/06/00

Education

Suffolk University, Boston, MA 02114

Currently seeking a BA Degree in Bio-Chemistry/Forensics

Northern Essex Community College, Haverhill, MA 01830

*AS Degree in Electronic Equipment/Technology Computer Systems, June 2003
Electronic Equipment/Technology Certificate, August 2001*

Portsmouth High School, Portsmouth, NH 03801

Diploma 1993